

FSA FMS APPLICATION MANAGEMENT

Metrics Based Service Target Report

Appendix A - Definition of Metrics

Metric #	Title and Definition
1.0	Response Time - % of Calls Closed within 1 Business Day This metric will measure the timeliness of closing calls to the help desk. FMS will calculate this metric by dividing the number of calls closed within one day by the total number of calls received.
1.1	CR Log Response Time - CRs Logged within 1 Business Day of Receipt This metric will measure the timeliness of logging Change Requests that are submitted to the help desk in the CR database . FMS will calculate this metric by dividing the number of CRs logged within one day by the total number of CRs received .
1.2	CR Schedule Accuracy - CRs Implemented on Schedule This metric will measure accuracy of CR scheduling during the monthly CCB. This metric will help the team determine capacity for future releases. FMS will calculate this metric by dividing the number of CRs actually completed and released by the number of CRs that were scheduled for the monthly release.
1.3	CRs Requiring Rework This metric measures the level of rework effort required for completed requests. The target is 90% require no work during the first two weeks of being placed into production or over a normal business cycle. This metric will ensure that FMS is developing CRs as requested. FMS will calculate this metric by dividing the number of CRs that do not require rework after implementation by the number of CRs that were scheduled for the monthly release. CRs that require rework will be counted in the month that the change was implemented.
1.4	DLS Servicing Data Processing Response Time (Interface Data Processed within 1 Day) This metric will measure the speed in which DLS Servicing files are processed. This includes IF010, IF020, and GREC files. FMS will calculate this metric by dividing the total number of DLS Servicing files for the month by the total number of DLS Servicing files for the month that were processed in one day.
1.5	COD to FMS/GAPS Processing Response Time (COD to FMS/GAPS Data Processed within 10 Hours) This metric will measure the speed in which COD to FMS/GAPS data is processed. FMS will calculate this metric by dividing the total number of COD transactions for the month that were processed and sent to FMS/GAPS within ten hours by the total number of COD transactions received for the month.
1.6	FMS/GAPS to COD Processing Response Time (FMS/GAPS to COD Data Processed within 10 Hours) This metric will measure the speed in which FMS/GAPS to COD data is processed. FMS will calculate this metric by dividing the total number of FMS/GAPS files for the month that were processed and sent to COD within ten hours by the total number of FMS/GAPS files received for the month.
1.7	CB to FMS/GAPS Processing Response Time (CB to FMS/GAPS Data Processed within 10 Hours) This metric will measure the speed in which CB to FMS/GAPS data is processed. FMS will calculate this metric by dividing the total number of Campus Based files for the month that were processed and sent to FMS/GAPS within ten hours by the total number of Campus Based files received for the month.

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1.8	LO to FMS/GAPS Processing Response Time (LO to FMS/GAPS Data Processed within 10 Hours) This metric will measure the speed in which LO to FMS/GAPS data is processed. FMS will calculate this metric by dividing the total number of Loan Origination files for the month that were processed and sent to FMS/GAPS within ten hours by the total number of Loan Origination files received for the month.
1.9	LC to FMS/GAPS Processing Response Time (LC to FMS/GAPS Data Processed within 10 Hours) This metric will measure the speed in which LC to FMS/GAPS data is processed. FMS will calculate this metric by dividing the total number of Loan Consolidation files for the month that were processed and sent to FMS/GAPS within ten hours by the total number of Loan Consolidation files received for the month.
2.0	Files Transmitted to FMSS This metric will measure the number of daily sends that FMS transmits to FMSS. FMS should send a minimum of 10 sends per month.
2.1	Business Days to Close the Period This metric will measure the timeliness that FMS closes the accounting period. The period should be closed within 3 business days.
2.3	Service Reporting Delivery This metric measures the timeliness of the delivery of the metrics deliverable. The metrics deliverable should be provided by the within seven days of the end of the month.
2.3	Request Volume (Info. Only) Reporting on the number of request made to the Tier II Help Desk. This is not a metric but used for informational purposes for FSA FMS management only.